

Role of an Event Boss

The purpose of this document is to outline the roles and responsibilities of a Boss on a regional SDC / DTD event.

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1. Appointment

All events will have a lead/senior instructor or Boss appointed who is responsible for the safe and efficient running of their event.

The Boss has the following responsibility:

- Maintain standards
- Provide communications between the Regional Coach/HQ, instructors and students
- Develop instructors
- Act as a role model
- Manage the timeline
- Complete an event report

For SDC events the Regional Coach should appoint an appropriately qualified instructor to Boss the event. Should the Boss be unable to lead the event due to a change of circumstances then it is their responsibility to liaise with the Regional Coach and find a suitable replacement.

2. Resources

The PoE will also have a suitable venue nominated for the course and the SDCO will have booked appropriate facilities at the venue e.g. classrooms. The Boss should determine whether theory sessions will be held online in advance of the course and inform the Regional Coach / HQ where this is the case so this can be added to the Event description on the PoE.

For SDC events the Regional Coach and the Boss will jointly agree the number of instructors required and select an instructor team. The availability of instructors and the teaching ratio as laid out in the appropriate Instructor Manual may determine the maximum number of delegates on the event.

Liaison will be required with HQ to determine the number of bookings. This will allow you to determine how many instructors you will actually need.

The event will be closed for bookings with 10 days to go but much of the event organisation will be required ahead of this date.

HQ in conjunction with the Regional Coach for SDC/DTP events will make the GO/NO GO decision, whether the event runs or not, when the course closes. If the event is cancelled the Boss should stand all instructors down with thanks for their commitment, cancel any venue bookings and seek any refunds. HQ will cancel any students booked on the event and handle re bookings.

3. Event management

When the event goes ahead the Boss will need to do the following tasks. This is best achieved by creating a checklist of actions:

3.1 Before the event

- Confirm instructor availability with 2 months to go.
- Arrange an instructor briefing so everyone knows what is expected. This can be as a group e.g. using Webex, Zoom or WhatsApp video call. Sending links to the relevant Instructor Manual is useful so pre-reading can be done. The briefing should cover key points from the Instructor Manual, logistics and arrangements, who is doing what, methods of delivery (including props and demos), standards required, timings and any other concerns. New team members will really benefit from this process as it shares experience. It is also an opportunity to see if there are any areas instructors wish to develop.
- Determine if any new instructors are assisting and arrange for support ahead of the event so any assists know what is expected of them. Appoint a suitable instructor to mentor them.
- Arrange any online theory webinars – agree which instructors will present each online lesson. Liaise with the Coaching Coordinator at HQ to get the Webex session scheduled as required.
- Ask HQ to add details of the online sessions to the PoE and Facebook
- Around 4-2 weeks to go HQ will issue a candidate list with contact details – these can be used for sending the JIs and where students agree creating a course specific What's App (communications) group
- Where a course had a digital pack HQ will produce a coupon that the students can use to download the packs in advance of the event. This should be included in the Joining Instructions.
- Arrange with HQ for delivery of any physical course packs to your home address (there are very few SDC courses that still require physical materials)
- Arrange for either yourself or the SDCO to send Joining Instructions to the students and the instructors and send a copy to the Coaching Coordinator at HQ. This should be done with 10 days to go when the event closes for bookings.
- Think about group allocations. Try and separate family members and members of the same club.
- Ensure equipment is sourced e.g. projectors, DVDs, screens, flipcharts, O2 sets, manikins, mini shots etc.
- In the week before the event HQ will produce a candidate form. This will confirm the final list of students and should be completed by the Boss during / after the event.

3.2 Online theory sessions

- On the day/evening of the webinar make sure the call is up and running in advance of the start time.
- Conduct a course introduction as appropriate to the theory element/start of the course – see below

- Monitor the delivery of the theory elements

3.3 Day of the event

- Arrive early and assist in set up and layout.
- Conduct an instructor briefing covering:
 - Who is who
 - Parking, kit, paperwork, allocations, queries
 - Roles
 - Remind everyone the priorities, teaching points and any required standards
- Conduct a course introduction:
 - Aims and objectives of the event
 - How the programme will achieve this
 - Who is who
 - Any disabilities come and see me
 - Stay relaxed, friendly and supportive
 - Set the tone for the event
- Ensure attendees are registered and details taken. Ensure BSAC membership is current and the student has completed any pre-requisites to attend the event.

Should the event have a SDCO then the following may be covered by them:

- Venue briefing e.g. classrooms
- Timings e.g. pool times, tides
- Risk assessment.
- Equipment/food/charts/sites/WCs/drinks
- Groups
- Accommodation
- Shared transport
- Kit requirements

During the event it is important that the Boss monitors the activities of the instructors to ensure the key points are made and standards maintained. A good understanding of the course and moving between groups, will help with this. Any issues that affect the students receiving an excellent standard of course should be dealt with immediately. This can be by:

- Having a quiet word with the instructor away from the students.
- Intervening in a briefing or debriefing to make a key point.

- Taking over the lesson.

3.4 End of the event

At the end of the event the Boss will hold an inclusive 'wash up' and then hold an instructor debrief where the following points should be made:

- Confirm standards met
- Ask how it went and look for positives
- Aim for constructive comments as all tired
- Review the event
- Provide feedback to the instructors. This can be shared in a group discussion that brings together what and why things went well which avoids singling out individuals.
- More developmental feedback may have to be handled after the event.

Points to highlight that require tact and diplomacy are:

- Shared approaches that worked well
- Personal diving skills observed
- Coaching skills that worked well
- Feedback given

Feedback is likely to focus on:

- Correct lesson content
- Standards
- Inappropriate behaviour or personal manner
- Timings

The main thing to remember is that as Boss you need to remain a role model so avoid undermining anyone. Hints and tips work well e.g. "what I do is...." Significant development will most likely require support post event so rather than dealing with it at the time arrange to meet up or hold a video call to discuss the issue further.

When giving feedback the following models may be useful:

Good Feedback: (RBI model)

- Recognition: capture attention with a positive remark
- Behaviour: describe the behaviour
- Impact: explain the impact of the behaviour

An example might be as follows:

Sue, you have done a really good job as SDCO on this event (Recognition). I noticed that you used a checklist to ensure all tasks were completed and that we kept to the timetable (Behaviour). This meant that the students could see

the event was well organised and with you looking after their needs they started on time and felt relaxed (Impact).

Developmental Feedback: (BIFF model)

- Behaviour: describe the behaviour
- Impact: explain the impact of the behaviour
- Feelings: if appropriate how the behaviour made others feel
- Future: provide guidance/recommendations

An example might be as follows:

John, you assembled your kit whilst the other instructors were giving their briefings (Behaviour). This meant that your group entered the water 20 minutes behind the others and to catch up you cut your last lesson short which short-changed the last group (Impact). In future assemble your kit the night before and be early so you can be ready to start on time (Future).

4. After the Event

Post event the Boss will need to ensure the Event Report is returned to HQ (Coaching Coordinator) and the instructors expense forms are authorised and forwarded to Accounts at HQ (Accounts@bsac.com).

This will trigger the student records to be updated and Q-cards issued.

For events without a course pack (BTW, LA, ALA etc), students should be instructed to purchase a Q-card – this will be tied to the event report to trigger their records to be updated.