



wfm 
wythenshawe fm 97.2

Volunteer Passport

Name _____

Welcome to WFM,
the community
radio station for
Wythenshawe made
by you. If you live,
work or play in
Wythenshawe, it's
your station and
we want you to
get involved!

This is your pocket-
sized guide to
broadcasting on
WFM - please keep
it to hand!

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Supporting communities
nationwide



WFM is part of
Radio Regen. Registered
Charity No 1077763



MANCHESTER
CITY COUNCIL

Neighbourhood
Renewal Fund

our mission is to...

- Give you and Wythenshawe a voice
- Give you training and qualifications
- Help you find a job, if you want one
- Let people know what's happening where they live
- Get people talking about what's going on in Wythenshawe
- Broadcast radio that's both fun to listen to and make
- Make people proud to live in Wythenshawe
- Tackle the bad image of the area



community First

WFM is about the community. It's about making Wythenshawe a better place and getting local people involved. WFM is not a commercial radio station and is not about making money or presenters' egos. Except for the weekly 'Community Focus' show, all of the presenters on WFM are volunteers.



WFM's licence is held and managed by Radio Regen, a charity based in city centre Manchester.



What you'll get from WFM

- Training in presenting, production, desk driving and researching radio shows
- Qualifications
- New skills to help you get a job, if you need one
- Experience in the media
- A chance to have your own radio show
- Bus fare (if you live in the Wythenshawe area)
- Lunch money (if you live in Wythenshawe and you're at WFM for more than five hours a day)
- Help with childcare
- Volunteer meetings – give your feedback!
- A chance to meet new people
- Social events such as the Christmas party

What WFM expects of you!

- If you are going to miss a show let a member of staff know
- You cannot volunteer for more than 15 hours a week
- You and your guests must sign in and out
- You must allow time for preparation for your show. A minimum of 1 hour per show is recommended.
- You are a valued volunteer but you must not misrepresent yourself as a WFM staff member to the media, community organisations or other volunteers.
- Leave the studio and office clean – tidy up cups, rubbish etc

- No smoking in the building
- No consumption of alcohol or drugs on premises
- No swearing on air
- No offensive jokes or remarks on air or off – ie those based on race, colour, gender, sexuality or religion
- No promoting violence such as gang culture
- No libel/defamation – ask staff if unsure

If you don't follow the rules you may be barred from WFM (see the station's Disciplinary Procedure on page 12).

Remember, volunteering at WFM is not just about you and your show. It's about working as a team and serving Wythenshawe.

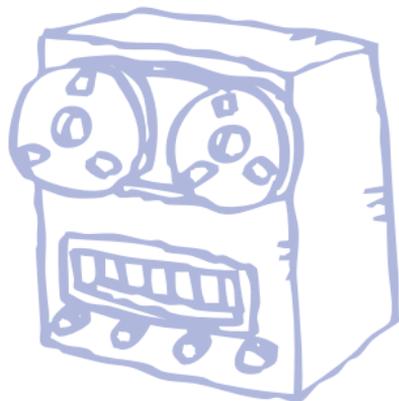


Your Training

Stage 1: The Basics

Your training will begin with a short course to help you to get on air at WFM. The course runs over 10 x 3 hour sessions and results in a live or “as live” show. You will learn how to:

- Identify programme ideas
- Research and prepare shows
- Work as part of a team
- Conduct interviews
- Speak confidently
- Use a radio desk and other studio equipment



Stage 2: Learn more

Once you've got the basics, the second course we offer at WFM is for pre-recorded work. This training is accredited, which means you get a certificate (NVQ level 2). You will learn how to:

- Operate a MiniDisc recorder
- Create ‘vox pops’ using voices from local people
- Do digital audio editing
- Produce jingles and trailers for your show
- Create pre-recorded reports for your show



Volunteer opportunities

Once you have received the relevant training, you may be able to volunteer at WFM as a:

- Radio presenter
- Specialist music presenter
- Producer
- Desk driver
- As part of a show's production team



Off air roles include helping with:

- Answering the telephone for phone ins, debates and requests
- Publicity
- Administration
- Reception
- Choosing the playlist



The Next Step

Stage 3: Further qualifications

If you've got the radio bug and want to take things further, you can go on to attend a more in depth radio course at Radio Regen. You will study and their training studios in Manchester city centre.



There are a range of courses in the daytime and evening which are free to people claiming Jobseekers' Allowance.



For the latest information on Radio Regen courses speak to a member of WFM staff or contact:

Radio Regen, 12 Hilton St,
Manchester M1 1JF

Tel: 0161 237 5012

Fax: 0161 237 9139

Email: info@radioregen.org

www.radioregen.org



Get Bus Fare and Lunch!

You can claim expenses if you live in Wythenshawe.

Food

If you volunteer for more than 5 hours a day you can get £1 for lunch (without a receipt) or up to £3 (with a receipt).

Travel

We can pay your local bus fare up to £1.50 a day if you keep your ticket.



To claim for lunch and travel, fill in a Volunteer Expense Form, attach any receipts/tickets and give to the Administrator.

Make sure you hand your expenses claims in as soon as possible – claims more than 2 weeks old will not be paid.

childcare

We can help with childcare while you're volunteering by paying towards the cost of a nursery, after-school club or registered childminder. We cannot pay friends, family members or unregistered childminders.

For more information about claiming lunch, travel or childcare expenses, speak to the Volunteer Support Worker or Administrator.

On Air code of conduct

DOS

- Represent Wythenshawe and WFM
- Entertain
- Enjoy what you do
- Have a professional attitude
- Think before you speak
- Be yourself, be real
- Speak one at a time
- Be intelligent and accessible
- Criticise constructively

Don'ts

- Bore the listener
- Draw attention to mistakes
- Use bad language
- Take things to heart
- Criticise others
- Offend reasonable people
- Make 'wind up' calls
- Forget you're from Wythenshawe
- Patronise
- Be afraid of pauses
- Bring your home life to the studio
- Be a cheesy radio DJ!



On Air

Volunteer contract and

All WFM volunteers need to sign a 'Volunteer Contract'. This Contract outlines what you can expect from WFM and what WFM expects from you, and includes a Code of

Behaviour which explains the station rules. If you break these rules, the following Disciplinary Procedure will be used to try and sort things out:

Minor issues

1. Informal chat with Volunteer Support Worker about the problem.

2. Volunteer attends formal meeting to discuss the matter, and then receives letter explaining what action is needed.

Serious misconduct

e.g. smoking or drinking alcohol at WFM, being disrespectful to others, swearing on air.

3. Volunteer receives written warning that if the problem continues they may no longer be allowed to volunteer. Volunteer may also be temporarily suspended from WFM.

Disciplinary Procedure

A colleague, friend or relative can accompany you at any stage in the Disciplinary Procedure.

Gross misconduct

e.g. violent/threatening behaviour, being drunk or on drugs at WFM, theft, sexual harassment, dishonesty.

4. Volunteer is sent a written statement about the problem and has to attend a disciplinary hearing. Volunteer can be suspended until the hearing takes place. Volunteer may then be dismissed.

6. Appeal meeting is held, which Radio Regen's Director may attend. Final decision is made.

5. Volunteer may write a letter to appeal against the decision. Note that for very serious matters, no appeal can be made.

complaints Procedure

If you have a complaint about volunteering at WFM you should follow this process:

1. Talk to or write a letter to the Volunteer Support Officer.

2. If things are not sorted out or you feel unfairly treated, you can appeal to the Station Manager – either by speaking to them or in writing.

3. If the complaint is still not resolved or you still feel unfairly treated, you may then appeal by writing a letter to Radio Regen's Director (see address on page 9). You may be asked to attend a meeting with the Director and Station Manager. If appropriate your grievance will be taken to the Board of Trustees.

4. At any stage in this process, you may be accompanied by a colleague, friend or relative.



Child Protection

Under 18s cannot visit WFM unless they are properly supervised.

If you are under 18, you must either visit WFM at the time that you have arranged with a Volunteer Support Worker (or other staff member), or you will need to be accompanied by a parent, legal guardian, teacher or youth worker. This applies both to volunteers and guests who are under 18.

Health and safety

Fire

All volunteers and guests must sign in and out in the signing-in book which is in the studio production area.

In case of Fire

- Tell a staff member immediately
- If you hear the fire alarm, leave immediately
- Use the nearest Fire Exit
- Don't stop to get bags or CDs or to turn off equipment
- Don't run or panic
- Leave the building and assemble behind the KFC car park
- The fire extinguisher is situated by the door in the studio production area

Prevent Fire at WFM

- No smoking
- No flammable substances or candles
- Do not attempt to fix microphones, the desk or other electrical equipment at WFM, since our insurance doesn't cover this. The work must be carried out by the Technician.
- Report all equipment faults to staff

First Aid

- In an emergency, WFM's qualified First Aider will take charge. Their name is posted on the production office noticeboard
- There is a first aid box in the WFM office and in the studio
- Report all incidents to a staff member immediately
- All accidents or near misses must be recorded in the Accident Book (in the WFM office)

WFM contacts

Station Manager

Programme Manager

Administrator

Volunteer Support Worker

First Aider

Business Development Officer

Address

Wythenshawe FM
Suite A4, Alderman Gatley
House, Hale Top,
Manchester M22 5RQ
Tel: 0161 499 7982
Fax: 0161 499 7442
Email: info@wfmradio.org

For Broadcast

To request a song, contact a presenter or give a 'shout out' listeners can email on studio@wfmradio.org or call 0161 499 0222.
Station schedule available at www.wfm.org

If you are going to miss a show please let a member of staff know!