

SECTION 1.5

DON'T PANIC FESTIVAL 2026 Volunteer Training Schedule

Purpose - To equip volunteers and stewards with the knowledge, skills and confidence to:

- deliver safe and welcoming crowd management
- prevent and respond to incidents
- safeguard children and vulnerable persons
- support emergency procedures
- reflect statutory guidance (HSE / UK best practice) in all duties

Training Structure

Volunteers will be trained through a three-tier delivery:

1. Pre-Event Online Induction
 - Self-paced online learning modules
 - Completion quiz and acknowledgement
2. Pre-Event In-Person Workshop
 - Interactive briefing with committee leads
 - Roleplay and walkthroughs
3. On-Site Briefing (Event Day)
 - Radio procedures, weather update, lastminute checks

Training duration is approximately 3.5–4 hours, delivered over 1–2 sessions.

Module 1 — Welcome & Programme Overview

Objective: Introduce volunteers to the event's purpose, structure and ethos.

Covers:

- Festival vision and themes (Douglas Adams + sustainability)
- Volunteer roles and responsibilities
- Organiser contact list and escalation routes
- Code of conduct expectations
- Why ALL volunteers matter
- Safeguarding culture and inclusion

Module 2 — Health & Safety at Events

2A — UK Statutory Foundations

Explains:

- Health and Safety at Work etc. Act 1974 (volunteers included)
- Management of Health & Safety Regulations 1999
- RIDDOR 2013 (reporting incidents)
- Duties under HSE Event Safety Guidance

Participants introduced to core principles:

- Risk assessment familiarity
- Incident reporting and records
- Personal safety & hazard awareness

2B — Hazard Identification

To ensure volunteers can recognise and respond to:

- Slip, trip and fall hazards (HSE slips guidance)
- Vehicle/pedestrian interface risks
- Crowd pressure points
- Uneven ground and lighting hazards
- Temporary structure areas

Module 3 — Crowd Management & Public Interaction

Goal: Equip stewards with practical crowd control skills.

Topics:

- Principles of safe crowd movement (HSE crowd guidance)
- Active observation and communication techniques
- Handling bottlenecks and queues
- Directional and informational signage
- De-escalation and friendly communication
- Working with event infrastructure (stage edge, exits, boundaries)

Module 4 — Safeguarding Children & Vulnerable Adults

4A — UK Statutory Safeguarding Framework

Volunteers introduced to:

- Working Together to Safeguard People (UK statutory guidance)
- GFACIC Code of Conduct
- Signs of concern and risk indicators

Mandatory topics:

- Recognising signs of abuse or neglect
- Responding to disclosures safely
- Reporting concerns through proper channels
- Confidentiality and record keeping
- Personal boundaries and role limits

Important: Volunteers must not investigate or interrogate — only report concerns.

4B — Lost Child & Vulnerable Person Protocol

Learners practice:

- Lost child procedures
- Reuniting children with carers
- Logging all such incidents
- Maintaining visibility and calm

Module 5 — Incident Reporting & Communications

Core skills:

- Use of radios / escalation codes
- Logging incidents (time, location, description, action taken)
- Reporting to Safety Officer
- Confidential reporting expectations
- Team communication etiquette

Emphasis on clearly communicating:

- area hazards
- crowd movement issues
- medical / first aid requests
- lost child/vulnerable person concerns
- emergency services needs

Module 6 — Emergency Procedures & Response

Aligned with HSE event safety principles.

Topics:

- Identifying emergency scenarios
 - fire
 - severe weather
 - medical emergency
 - crowd pressure points
- Emergency access routes
- Evacuation procedures
- Assembly points
- Role of stewards during emergencies
- Do's' & don'ts in crisis situations

Stewards practice:

- simulated evacuation callout
- radio check-ins
- safe movement guidance

Module 7 — Fire Safety Awareness

Mandatory understanding of:

- Fire alarm points
- Fire extinguisher types and placement
- LPG/cooking unit precautions
- Safe distance from flammable structures
- Fire lane maintenance
- Reporting fire risks

Note: volunteers do not fight fires — only report and assist in evacuation.

Module 8 — Electrical Safety & Temporary Infrastructure Awareness

Volunteers introduced to:

- seeing electrical hazards (trip hazards, cables, power boxes)
- safe distance from generators
- interaction with authorised technical staff only
- what to report immediately

Emphasis:

“If you see it, report it”

“Do not touch electrical hazards”

Module 9 — Environmental & Sustainability Responsibilities

Reinforcing festival ethos:

- reusable cup deposit systems
- waste sorting guidance
- bin station locations
- water refill station locations
- biodiversity protection zones
- protecting grass & sport surfaces

Volunteers help promote:

- sustainable behaviours
- waste minimisation messages

Module 10 — Conduct, Inclusivity & Professionalism

Topics:

- Friendly presence
- Cultural competence and inclusive language
- Respectful interaction
- Supporting people with additional needs
- Zero tolerance for harassment or discrimination

Certificates awarded on completion.

Training Delivery Formats

Format	Duration	Content
Online mode (pre-event)	1 hour	Modules 1–4 base knowledge
In person workshop	2.5 hours	Practical scenarios, walkthroughs
Onsite briefing	30–45 min	Day of reminders & radios

Volunteers must complete online only + one in-person workshop + onsite briefing before deployment.

Assessment & Competence

At the end of training volunteers must:

- Pass a short knowledge check
- Sign a Volunteer Code of Conduct
- Acknowledge understanding
- Badge/ID allocated after completion

Training Materials / Tools

Suggested materials:

- Slide decks for each module
- Volunteer handbook
- Scenario and roleplay scripts
- Incident log templates
- Steward pocket cards
- Radio ESL (escalation) cheat-sheet

Safeguarding Protocols – Quick Reference

If you see something concerning:

1. Keep the person safe
2. Do not investigate — listen calmly
3. Record the concern
4. Report immediately to the Safeguarding Lead
5. Log details confidentially

If a child is lost:

1. Escort to Lost Child Meeting Point
2. Notify via radio
3. Ask for carer details only in neutral nonleading way
4. Do not remove child from supervision except to Lost Child Point
5. Keep child calm and visible

HSE & UK Statutory Guidance References (Core)

- HSE Event Safety guidance
- HSE Crowd management guidance
- HSE Electrical & Fire safety modules
- HSE Slips & Trips guidance
- WTA (Working Together to Safeguard People) guidance
- RIDDOR reporting duty
- Safeguarding statutory requirements (children & vulnerable adults)

This training ensures volunteers are competent, confident and compliant with UK health and safety legal duties and statutory guidance, safeguarding standards, and event management best practice for public festivals in 2026.

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