



Training Policy

1. Purpose

- 1.1 BBBfm recognises the importance of training and development for on air presenters and non-presenter station volunteers.
- 1.2 We acknowledge that well trained volunteers are the key to the success of the station.
- 1.3 Induction and training need to be provided to new presenters and other station volunteers; on the job training needs to be provided to assist new presenters and volunteers to reach standards of performance that align with the requirements of the Community Radio Broadcasting Codes of Practice; refresher training needs to be provided to assist all our presenters to maintain the standards that align with the requirements of the Community Radio Broadcasting Codes of Practice.

2. Scope

- 2.1 This policy applies to all BBBfm volunteers.
- 2.2 Presenters/volunteers are not permitted to teach anyone how to use the station's equipment outside the requirements of this policy unless first cleared by the Chair of the Board.
- 2.3 The Technical Co-ordinator is responsible for instruction that is given on any of the IT and technical equipment
- 2.4 The Training Co-ordinator is responsible for instruction on all non-technical aspects of presenter training.
- 2.5 The Administration Co-ordinator is responsible for training volunteers to manage administration tasks, including (but not limited to):
 - General Office Administration
 - Managing shared email inboxes
 - Answering phone calls and general enquiries
 - Greeting visitors / front desk duties
 - Filing (digital and paper records)
 - Maintaining office supplies
 - Data entry and document management
 - Membership & Volunteer Coordination
 - Processing new member/volunteer applications
 - Maintaining membership databases
 - Tracking renewals and subscriptions
 - Communicating with members (emails, newsletters)
 - Coordinating volunteer rosters and availability
 - Recording volunteer hours
 - Basic Financial Administration
 - Processing invoices and receipts
 - Handling petty cash
 - Recording transactions
 - Preparing basic financial reports
- 2.6 The Production Co-ordinator is responsible for instruction that is given on any of the Production equipment.

3. Presenter Training Program

- 3.1 The aim of the training program is to provide basic training; new presenter training; early development on the air training (buddy system); refresher training and specific skills training to support continuous improvement to maintain the standards of the station and to meet the expressed needs of the members.
- 3.2 The presenter training program provides trainee presenters with the basic knowledge and practical skills to present a live to air radio program on our station. Training is non-accredited and covers topics such as:
- i) Community Radio Codes of practice
 - ii) Legalities of broadcasting
 - iii) Community radio and station rules & regulations
 - iv) Practical use of studio equipment
 - v) Developing a radio program
 - vi) Interview skills
 - vii) Use of social media

4. Non-Presenter Volunteer Training

BBBfm will provide structured training programs for volunteers who do not present on air, including administration, production, and technical/IT roles.

Training will ensure that all volunteers:

- Understand the station's governance, policies, and procedures
- Are competent in their role-specific responsibilities
- Contribute effectively to the safe, compliant, and efficient operation of the station

Training will include induction, role-specific instruction, mentoring, and refresher training as required.

5. Administration Volunteer Training

Administration volunteers will receive training relevant to the operational and organisational functions of the station. This may include:

- Use of administrative systems (email, membership databases, scheduling tools)
- Record keeping and data privacy requirements
- Basic financial processes (if applicable)
- Understanding station governance, policies, and Code of Practice obligations
- Customer/service skills when dealing with members, sponsors, and the public

Training may be delivered through:

- Induction sessions
- Written procedures and guides
- Shadowing experienced volunteers

Ongoing support and refresher training will be provided as required.

6. Production Volunteer Training

Volunteers involved in production will be trained in the preparation of audio content for broadcast and digital platforms. This may include:

- Audio recording techniques (studio and field)
- Audio editing software and workflows
- Content formatting for broadcast standards
- Managing music, interviews, and pre-recorded segments
- Copyright, licensing, and attribution requirements
- Safe handling of studio and portable equipment

Training will ensure that all produced content meets BBBfm quality standards and regulatory requirements.

7. IT and Technical Support Training

Volunteers supporting IT and technical operations will receive training appropriate to their responsibilities, under the supervision of the Technical Co-ordinator.

This may include:

- Basic station IT systems (networks, software, backups)
- Broadcast and streaming infrastructure
- Equipment setup, maintenance, and fault reporting
- Troubleshooting procedures and escalation processes

All technical training and access to systems must be authorised by the Technical Co-ordinator to ensure system integrity and compliance.

Related Documents

BBBfm Disciplinary Action Procedure
BBBfm Internal Conflict Policy
BBBfm Constitution
BBBfm Child Protection Policy

Amendments to this Procedure		
Date Approved	Item Number	Details of Amendment
12 th October 2022	Full Policy	Adoption of this Procedure in its entirety
13 th May 2026	Section 2.3	Amended "The Technical Co-ordinator is responsible for instruction that is given on any of the technical presentation equipment" to "The Technical Co-ordinator is responsible for instruction that is given on any of the IT and technical equipment."
13 th May 2026	Added sections	2.5, 2.6, 4, 5, 6, 7
13 th May 2026	Section 3	Revised from Training Program to Presenter Training Program
13 th May 2026	Section 3.3	Removed
13 th May 2026	Related documents	Added BBBfm Child Protection Policy