

Guidelines for In-Stadia Captains Run

Purpose

The purpose of the Captains Run is to familiarise all Team 2011 representatives with the environment they will be working in during the Tournament. It is also an opportunity to gain an understanding of the other groups within Team 2011 that they will be working alongside.

Objective

The objective of the Captains Run is to promote a culture of engagement, commitment and pride through a well trained and informed workforce. It is an opportunity to reinforce the importance of Team 2011 as the face of the Tournament.

The Captains Run is the final part of Team 2011 training. It is the last opportunity to bring all Functional Areas together either in-stadia or out-of-stadia before their first shift, depending on where Functional Areas will be located during the Tournament.

Duration of Training

Between 3 to 4 hours.

Attendance

It is mandatory for Functional Areas to complete venue specific training (Captains Run). This is for both in-stadia or out-of-stadia locations, such as Fleet Centres, airports or Workforce Centres. Health and Safety, Hazard awareness and emergency procedures must be covered in the Team 2011 Captains Run.

Definition of In-Stadia

In-stadia apply to all Functional Areas that are situated inside the stadium during the Tournament at match venues.

Definition of Out of Stadia

Out-of-stadia apply to all Functional Areas that are not based in stadiums. The Captains Run will be held at the Functional Areas workplace, such as Fleet Centres, Host walking routes, out-of-stadia Workforce Centres, Transport Hubs, Training Grounds, airports, FANZONES, MAC and MOC Accreditation Centres.

In some cases, Functional Areas may be situated both in-stadia and out-of-stadia. Team members may require a knowledge and orientation of both work areas. In this case the FA manager will identify which roles within their team required attendance at both workplaces.

Please note: Separate Guidelines for Out-of-Stadia Captains Runs has also been produced.

Responsibilities

It is the responsibility of the Match Manager (in-stadia Captains Run only) to:

- Confirm the Captains Run training dates. (*Please refer to separate sheet with dates and sessions that has been collated and re-confirm for your venues*)
- Liaise with Venue Management to confirm dates and venue hiring costs
- Confirm that a venue representative will provide someone to deliver the safety, OSH briefing for each session
- Confirm the number and time of sessions
- Manage operational delivery, for example lights for evening sessions.

It is the responsibility of the Training Team to:

- Liaise with Match Managers to confirm dates for in-stadia Captains Run
- Communicate with Functional Area Managers the set dates and any venue specific restrictions
- Develop the Captains Run agenda to ensure national consistency
- Provide support and advice to Functional Areas on what should be covered during the Functional Area specific section of the training
- Provide advice to Functional Areas to help deliver generic content during Captains Run training (in-stadia and out-of-stadia)
- Provide or appoint a MC for each session
- Organise catering
- Where possible and practicable, provide Pocket Guide and Reference Card supplies to each identified Functional Area

It is the responsibility of Functional Areas to:

- Provide one point of contact for this project from within the Functional Area to liaise with Training Team
- Provide communication to their Functional Area team (Team 2011)
- Manage their teams' attendance
- Manage non-attendance
- Deliver Functional Area specific content – *refer to the "Functional Area Specific Content" section within the example programme on page 3*
- Co-ordinate with Regional contacts to participate.

Example of In-Stadia Captains Run Programme (*to be tailored to each Stadia*)

Time	Example Timing	Details	Managed or delivered by
60 minutes	4.30pm	Ball boys and girls taken through training (first session only)	Match Management Team
10 minutes	5.30pm	Everyone arrives at the stadium <ul style="list-style-type: none"> • Welcome by the MC/Facilitator • Introduce the Match Manager. 	RNZ 2011 representative
20 minutes	5.40pm	Welcome everyone <ul style="list-style-type: none"> • Outlines the key messages such as, we are part of a big team making this amazing event happen. He Ringa Manaaki • Introduce any key guests, such as Mayor or local celebrity to address the group • Group activity that engages inspires and connects the group to focus on the importance of their role and that they are valued. 	Match Manager or delegated person, (Regional Workforce Manager/ RNZ2011 representative) supported by the MC
15 minutes	6.00pm	Venue policies and procedures <ul style="list-style-type: none"> • Health and Safety • Evacuation procedures • Emergency exit and assembly points. 	Venue representative
75 minutes (this timeframe is a guide)	6.15pm	Functional Area Specific content <ul style="list-style-type: none"> • Orientation tour outlining key work area, Functional Area(s) that they will be working alongside • Overview of workplace policies and procedures • Accessibility assistance around the stadia • Accreditation zones • Workforce Centre and route to work area • Debrief and review. <p>Groups break off to their work spaces .</p>	Delivered by the Functional Area Manager or delegated representative
	7.30-8.30pm	End of session <ul style="list-style-type: none"> • Thank each individual for attending. 	Delivered by the Functional Area Manager or delegated representative

Some ideas for consideration when planning the Captains Run

- Invite Mayor to open
- Invite super star Rugby players as guest speakers
- Invite high profile locals