

Appendix Q – Example Role and Task Training Options

Volunteer Role and Task Training

Review the relevant roles and tasks. Adapt the suggested training options. Start with the general skills that all volunteers may need as relevant.

General skills needed for all volunteer roles:

- Interpersonal communication skills – listening and speaking, asking questions and checking understanding (at a level relevant to the role).
- Knowledge (or able to learn/transfer similar skills) about the content for the role and tasks (for example: knowledge of the collection, art form, venue, systems, safety procedures, exits, etc.).
- Able to follow the processes, guidelines and rules of the organisation.
- Know when to ask for support.
- Operate honestly and ethically.
- Work in a team.

Role	Tasks	Training needs	Training and induction options
Front of house Related roles: guide, host, greeter, usher, customer service, crowd control	Welcoming and greeting visitors. Providing information and directions. Supervising gallery spaces. Showing people to seats. Providing safety information and direction. Selling tickets. Handling money.	Know and can follow health and safety and evacuation procedures, find and use emergency exits [must complete]. Know customer service procedures and greetings. Layout of gallery/theatre. How ticket system operates. Information about the performance/artist/event.	Ask volunteers about their existing knowledge. Read health and safety policies and procedures – discuss and answer questions [during induction]. Walk around and view emergency exits and discuss evacuation procedures [In induction]. Give plan of venue/theatre – view and locate seats/rooms [in induction]. Demonstrate ticket machine operation; give opportunities to