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**Volunteer Presenter Handbook – Updated Dec 2023**

**Aims and Values**

Welcome to Radio Abbey Our Aims and Values Radio Abbey is run and funded by the Kenilworth Centre. It’s a community, charity run station working with people of all ages. We aim to ensure that we are or supportive of organisations, groups and individuals in our community. We have a responsibility to take all steps to minimise the risk of anyone feeling excluded or unhappy about our content.

Whether you are interested in having your own show or getting involved in sound / production or engineering, we want to make sure you are ‘shown the ropes’ so that you go on to feel confident and supported.

There will always be an element of learning on the job and as a volunteer on a community station there will be space to try things out and to practice as you start out. Our more experienced team members are willing to offer support and help. Radio Abbey is established to provide its audiences with good quality, light entertainment linked to arts, music, culture, and local events. Keep this at the heart of all you do Getting Your Show On Air Training to gain the skills you need normally takes a few weeks and you may have to wait a few months from your first expression or interest to getting on air due to the availability of staff to carry our training.

Over 2-3 sessions you will learn;

- How to design a 1 hour show (this can lead of additional hours once you have mastered this)

 - Studio Basics, using the Radio DJ software, mic and the desk.

- Radio etiquette

- Shadow at least three presenters

- Ask them questions and get top tips

- Practice to gain confidence behind the desk

- Process for uploading your own content

- Using social media as part of your show and for marketing

 - Go on air – launch a pilot show with support on hand - Book your show into the schedule by emailing Radioabbey@thekenilworthcentre.com

**Contributions, fundraising and sponsorship**

Radio Abbey is a self supported part of the Kenilworth Centre and as such is a registered charity. It currently costs around £4500 per year to run Radio Abbey and that is without upgrading any equipment.

As part of the Radio Abbey team you are asked to contribute in one (or more) of the following ways:

* Monthly Contribution via JustGiving: <https://www.justgiving.com/campaign/tkcabbeyend>
* Gain a sponsor for your shoe using the Sponsorship form: <https://www.thekenilworthcentre.com/sponsorship/>
* Take part in fundraising events such at The Big Quiz or organise your own fundraiser

**Group Communication**

We use FB messenger chat groups and FB chat pages to share tech and other information between the team. We ask that the chat is always relevant, respectful, and helpful. tKC is a charity that supports and cares about the wellbeing of all volunteers and staff. If you have any complaint or concern about Radio Abbey or another team member try to resolve things between you OFFLINE. If necessary, please bring issues to the centre managers attention sarah@thekenilworthcentre.com. Arguments and disrespectful language will not be tolerated on the chat group or in meetings and those who participate in these may be suspended from the groups until the matter is resolved.

**Use of Social Media** and Promotion

We have a dedicated team (just two) who monitor the Facebook/Instagram for Radio Abbey . You can of course promote your own shows on your own channels and tag @RadioAbbey, we will provide you with a show banner in accordance with the Radio Abbey Branding.

We have pages on Facebook, Instagram and Twitter – You will need to advertise your shows on these as well as any pages you create for your show. These are manged by Vicki and Victoria, please contact them about posting specific things on our channels or tag @RadioAbbey – we may not be able to post everything.

**DO** Promote the shows and share posts and events of the station and its other presenters. Promote local musicians, gig and events Promote the work of the wider Kenilworth Centre Charity

**Please remember that you are representing Radio Abbey and the Kenilworth Centre, please do not tag tKC or Radio Abbey in anything not relevant or representative of RA or tKC and as a named presenter of RA you are representing RA and tKC at all times - If we feel you are damaging the reputation of the charity in anyway online whether on our channels or yours we reserve the right to remove you as a volunteer without notice.**

**Radio Abbey Values and Ethos**

You are speaking on behalf of Radio Abbey and The Kenilworth Centre Charity. You will be representing our values and ethos in all you do with us. Our key aim is to provide good quality light entertainment. Please ensure your content and conduct is in line with the following - Respect for everyone in our local and wider community - We celebrate inclusion and diversity - **We are here to provide light musical, arts and cultural entertainment - We have no political agenda and do not promote politicians, parties, or policies - We have no religious agenda and do not promote any religion, but respect faith and can support religious venues and leaders in the community. - We are Impartial when it comes to debates that strongly divide opinion. We keep our own views off air and off Radio Abbey social media -** Information shared must be fact checked and not opinion based.

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While we are an online only station and do not report to Ofcom, as a charity that supports young and vulnerable people we will not support the use of non-inclusive, offensive or vulgar language.

**Respectful Language**

* Radio Abbey encourages the use of respectful and courteous language at all times.
* Radio Abbey prohibits the use of hate speech, discriminatory remarks, or offensive language targeting any individual or group based on race, gender, religion, nationality.

**Profanity and Explicit Content**

* **Radio Abbey prohibits the use of inappropriate language or explicit content defined below:**
* **Profanity:** Words or phrases considered vulgar, offensive or socially unacceptable. This includes explicit language, swear words and slurs especially during any shows targeted to who seemingly appropriate to a family audience. If your show may contain mild profanities you must announce this regularly during the show: ‘This show may occasionally contain mild profanities and may not be appropriate for young people’ . Should a profanity accidently enter your show without this warning, apologise immediately on while still on air.
* **Hate Speech**: Language that incites hatred, discrimination, or violence against individuals or groups based on characteristics like (but not limited to) race, religion, gender, ethnicity, sexual orientation.
* **Explicit Content:** Material that contains graphic descriptions or depicts violence, sexual acts, or any content unsuitable for certain audiences, especially during any show which is targeted to a family audience.
* **Insensitive or Offensive Remarks:** Comments that insult, belittle or offend individuals or communities, including derogatory or disrespectful statements.
* **Cultural Sensitivity:** Content that lacks sensitivity or respect towards cultural beliefs, practices or traditions, potentially causing offense or discomfort to certain groups.

**Community Guidelines for Audience interactions**

If you are engaging with your audience or guests, either online or on air Radio Abbey expects you to conduct yourself in a respectful manner and will not tolerate any form of harassment, bullying or trolling.

Failure to comply with any of the above will mean immediate removal from Radio Abbey and any previous shows on Mixcloud being removed.

**Rights of music and shows**

Our Linear Webcast licence, PPL and PRS license cover us for the use of music on Air at Radio Abbey: [PPL Linear Webcast Licence](https://www.ppluk.com/wp-content/uploads/2020/11/2021-Linear-Webcast-Licence-summary-of-key-conditions.pdf) and Mixcloud covers its own procedures. You can not upload your show to any other platform at this time.

All shows remain the right of Radio Abbey and you may not share the music content of your show on any other platform at any time.

You are welcome to download your shows and use the speaking elements, interviews with guest etc as you wish on your own platforms. We recommend taking short clips of your (speaking elements only) shows if you can and sending them to Radioabbey@thekenilworthcentre.com for use on social media.

**Listen Again Service**

We use a Radio Abbey Mixcloud account to upload shows so they can be played at any time. The licence for listen again is separate from PLL and PRS and part of the Mixcloud agreement. Shows are recorded by the hour and automatically stored in the ‘Recordings’ Drive. You can save your hours onto a memory stick or email them to yourself for upload. Log in and passwords can be found at the end of the handbook. Uploading New Music, Copy Right and Licences.

You can connect a laptop and play music from a separate drive or use the music uploaded to Radio DJ There are thousands of tracks in the system, but keeping them to minimum makes the software run better. Our licences allow us to play commercial music that has been legally purchased or play unsigned local artists with their permission. This can be from an mp3 or WAV, CD or vinyl. **We can’t play streamed content**. We don’t have a licence for this, and the quality is bad when played out. https://www.ppluk.com/wp-content/uploads/2020/11/2021-Linear-Webcast-Licencefees-and-reporting-summary.pdf

**Steps for loading music onto the system;**

**What to do if nothing is playing out 1.**

Check the system was left in AutoDJ mode by the previous team member. If not start this or play a track in manual to check things are working ok.

2. Check the desk speakers are turned up If Radio DJ has stopped playing out or isn’t responding 1. Close the screen (red cross in top right had of screen)

3. Click on the RadioDJ Icon to re start. It can take a moment as it has 0ver 20,000 tracks to load up 4. If it asks you to login - RAPresenter is the password

**Issues with the streaming screen** – Shoutcast - Right Screen.

1. Check to see if there are other programmes open on the PC. Close them, but not shoutcast

2. Click on the yellow screen Icon and it should reboot Updates

3. If the system wants to update, don’t do this until after your show as it can take a long time!

**If You can’t access the tracks manager on Radio DJ**

1. Chick on the little person icon on the bottom right of the screen

2. Enter admin and admin to log in.

Mixcloud

radioabbey@thekenilworthcentre.com password tKCRa23Mx#