



## TEAM LEADER HANDBOOK



## **CONTENTS**

Contents .....	1
Welcome .....	2
Being a Team Leader .....	3
Working with the Competition Rules (v4.1) .....	4
The role of a Team Leader .....	4
Qualities of a good Team Leader .....	4
Responsibilities of the Team Leader .....	5
Infrastructure provided at the Competition .....	7
Important documents .....	7
Team Leader program and daily checklist.....	8
Special Events .....	11
Team Leader Meetings.....	12
Feedback .....	12
Communication.....	13
Team Leader Facilities .....	15
Catering .....	15
UK law .....	16
Other Useful Information .....	18

## **WELCOME**

Welcome to all Team Leaders

The purpose of this guide is to provide a pocket-sized reference to your responsibilities as Team Leaders at WSC2011.

This guide includes:

- The role and responsibilities of the Team Leader
- The Team Leader's work cycle
- The Team Leaders work conditions
- Important documents for Team Leaders
- Team Leader daily program and checklist
- Communication at the Competition
- Team Leader facilities
- Catering
- UK Laws
- Other useful information

As the Technical Delegate representative on the Quality Assurance Management System Council (QAMS) in the role of Jury President for all Team Leaders I look very much forward to working with each of you to deliver a successful Competition.

Thank you for your terrific contribution.



Pia Hegner  
Technical Delegate, Denmark

## **BEING A TEAM LEADER**

Being a Team Leader for your national team in a WorldSkills Competition is an important role. As a Team Leader you have a tremendous responsibility towards your Member Organisation, the Competitors and the Host Country/Region.

However, you have made a good choice in becoming a Team Leader. It is very rewarding and you have a fine chance to work with the brightest young people in the world. You will learn much about yourself, and you will broaden your horizons. You will probably be exhausted when it is all over and you are back in your own country/region, but you will most likely say 'yes' next time you are asked.

Each Competition will have some similarities, but they will also be different because every Host Country will have different ways of doing things. You can build up experience; however, it is unrealistic for you to expect to know everything in advance of the Competition.

Besides this Team Leader handbook you will also be given a handbook from the Host Country/Region containing all practical information about accommodation, transportation, meals, ceremonies, excursions and so on.

Whilst at the Competition there will be a Team Leader meeting everyday (C-2 until C+1) where you will be given updated information about the various Skills, changes to the Competition Program or other important items. You will also have the opportunity to ask questions or raise concerns.

Team Leaders, who are at their first Competition, will be mentored by an experienced Team Leader. The selection of your mentor will be influenced by your preferred spoken language.

## **WORKING WITH THE COMPETITION RULES (V4.1)**

It is essential that all Team Leaders have a copy of the latest version of the Competition Rules and a thorough knowledge of them. You can find your copy at the end of this handbook. Team Leaders need to fully understand and comply with the Competition Rules v4.1 and ensure that all Competitors are aware of and fully comply. In particular please read the following sections.

- 6.1 Competitors
- 6.2 Team Leaders
- 15 Issue Resolution Procedures (Incorporating Dispute Resolution)

Briefing of the Competition Rules will be provided as part of the Team Leader training session at 10.30am on C-2.

## **THE ROLE OF A TEAM LEADER**

- Offer support to Competitors before, during and after the Competition.
- Make the Competition a positive experience for the Competitors.
- Prepare Competitors in non-technical aspects of the Competition.
- Ensure that all Competitors are properly briefed regarding all aspects of the Competition.
- Be a spokesperson for the Competitors to the Host Organisation, WorldSkills International (WSI), Experts and their own Member Organisation.
- Be responsible for the conduct of their team from arrival at the Competition until their departure. (Individual Member Organisations may look at having their teams agree to and sign a code of conduct.)
- Team Leaders will be located in the same accommodation complex as their Competitors and be available to them at all times. It is strongly recommended that Competitors and Team Leaders do not share rooms, but this is a decision for each Member Organisation.
- Protect Competitors against unnecessary media attention. Journalists should make an appointment with Competitors, Experts or Team Leaders, in order not to disturb the Competitors during the Competition. See Competition Rule 8.5.2.

## **QUALITIES OF A GOOD TEAM LEADER**

- Have a good level of fitness. Team Leaders typically walk more than 15 kilometres per day for the duration of the Competition. Bring good footwear.
- Be a good listener and communicator.
- Team Leaders ideally should have experience in dealing with young adults due the highly stressful nature of competing at the WorldSkills Competition.
- Be able to stimulate, praise, calm down, comfort Competitors and be able to intervene or act as a mediator if necessary.
- Build an environment of confidence between himself/herself and the Competitors, and also amongst the team of Competitors.
- Be able to answer questions concerning the Competition and its Rules. If a Team Leader cannot answer the questions then they should know where to find them.

## **RESPONSIBILITIES OF THE TEAM LEADER**

### ***Preparation before arriving in London, UK***

- In conjunction with the Technical Delegate and Experts, inform national Competitors what will be expected of them at the international Competition.
- In conjunction with Technical Delegate pass on information from WSI to Competitors.
- Check that all Competitors meet the Competition Rules, e.g. age limits.
- Be active in the preparations of their own team. Meet the Competitors and build a solid team. How you proceed may depend on the Member Organisation and individual culture.
- Prepare a travel medicine kit for Competitors for minor injuries and health problems. Have it on hand during the Competition.
- Suggest that all Competitors undergo a medical and dental check-up before departing for the Competition. Medical advice should be taken on vaccinations for travel, including post-Competition visits.
- Get information from everyone about possible allergies and regular medication. It might become important in case of illness or accident. Ensure that all Competitors bring any personal medication to the Competition in sufficient quantities for the duration of the trip.
- Prepare Competitors for travel to the Host Country.
- Be in touch with their Member Organisation for all practical aspects, e.g. the journey, the uniform, the preparation meetings with the Competitors. Give as much information as possible to the team about luggage, passport (have the number written down and keep a copy), visa requirements, vaccination if necessary, formalities at departure and arrival, time of meeting at the departure point.
- Have the team informed about the Host Country/Region, their main customs and appropriate behaviour in order not to offend anyone. Ensure that they show respect towards participants of all the different countries/regions.
- Have the Competitors read the Competition Rules v4.1, review with them the most important ones, particularly section 6.1, and answer their questions. Insist on the importance of respecting the Rules.
- Ensure the Competitors and all Team Leaders complete the relevant quizzes available from the Competitor or Team Leader Centre. (<http://www.worldskills.org/competitorcentre> and <http://www.worldskills.org/teamleadercentre>)
- Inform about how to behave and how not to behave towards the Experts including their own Expert, the Workshop Supervisor and other assistants in their workshop. Insist on respect, politeness and punctuality at any time. Competitors are ambassadors for their own country/region.
- Inform about the exchange of presents amongst Competitors at the end of Competition.
- Meeting the Experts of their own country/region helps to understand their points of view, their problems and to inform one's Competitors about some important rules and regulations.
- If possible, arrange a meeting between Competitors and the Technical Delegate of you're the Member Organisation for Competition specific information.
- Ensure Competitors are aware of and understand the health and safety regulations of the Host Country/Region.
- Check that all Competitors understand the WorldSkills Code of Ethics.

### ***Pre-Competition preparation once arriving in London, UK***

- On arrival at the hotel, each Team Leader must collect their team's accreditation badges as advised by Host Member. They will then be informed of dining times, transport schedules to and from Competition site, procedure for communication outside of Competition times, and all rules and regulations regarding accommodation.
- Assist Competitors during accreditation.
- Facilitate Competitors full participation in the Competition.
- Check that proper time is given to familiarisation as per Competition Rule 6.1.7.
- Check that a skill-specific timetable for the Competition is provided to each Competitor.

- Check that the Test Project instructions have been translated into the language of the Competitor's choice. Also check that marking scheme was explained in the same chosen language. (It's actually the Expert's job, but it is recommended that you double check).
- Check that Host Country/Region health and safety regulations were explained in the chosen language.
- Insure that Competitors are not disadvantaged in any way.
- Be a spokesperson for the Competitor to help deal with any issues that they may have.
- Make sure that all Competitors, on first visit to the Competition site, have evidence of age (passport / ID), keys for toolboxes and work clothes.
- Make sure that Competitors attend all official Competition functions such as the official excursion, Welcome Reception, Open and Closing Ceremonies and The Big Farewell. Ensure that they are dressed appropriately and act accordingly.
- Before the start of the Competition, each Competitor and Team Leader will receive a detailed timetable. Any changes will be notified immediately to Team Leaders via the WorldSkills communication process.

### ***Activities during the Competition***

- Ensure that Competitors are not being disadvantaged in any way during the Competition (incl. media, translations, etc).
- In conjunction with the Skill Management Teams and Experts, ensure that Competitors are not disadvantaging any other Competitor.
- Ensure that all Competitors are ready to be transported on time to and from the Competition site, accommodation and functions. **Punctuality is a necessary rule.**
- Offer emotional support to the Competitors, before, during and after the Competition, if necessary
- Pass information on to Competitors from the Host Organisation, e.g. meal times, bus times.
- Be available for the Competitors during lunch breaks, whenever possible.
- Be a spokesperson for the Competitor to help deal with any issues that may develop during the Competition, refer to Issue Resolution, Competition Rule section 15.
- Attend the daily Team Leader meetings held by WorldSkills International. See the Competition Program or later in this handbook for times.
- Follow up any problems that Competitors have with accommodation, menus, schedules and Competition with the Operational Service Centre on +44 (0) 845 475 2011.
- Arrange for medical assistance outside of Competition time where necessary.
- Rotate around the Competition site to observe each Competitor's work area regularly.
- Constantly check on the wellbeing of the team. Some may need additional support for a multitude of reasons.
- If an absence due to illness or accident becomes necessary, assist the Competitor as much as possible. Talk with the Technical Delegate in order to find a way for him/her to possibly make up the time lost.
- Do not enter any workshop to talk with the Competitor without good reason. Always wait at the entry point until an Expert acknowledges you, then proceed into the workshop.
- Source and obtain additional equipment for Competitors as required. For example in the situation of a missing or broken tool. The Workshop Supervisor may be able to assist in procuring equipment.
- Arrange a fixed meeting place and time to gather the team after each day of the Competition.
- Ensure that Competitors complete the Competitor survey and that the survey is given to WorldSkills International before you leave the Competition site for the last time.

### ***Activities post-Competition (both in the Host city and at home)***

- Ensure that all relevant paper work has been completed and passed on to WSI.
- Attempt to keep Competitors safe and remind them of their code of conduct and their role as an ambassador still representing their country/region and WorldSkills International.
- Continue to offer emotional support.
- In conjunction with the Experts, have personnel from the Member Organisation available at the debrief. This may be organised after the Competition or once arriving home.



## **INFRASTRUCTURE PROVIDED AT THE COMPETITION**

- A meeting room for the Team Leaders with suitable storage lockers (as per Competition Rule 2.1.1)
- Access to email / internet / printing facilities.
- Access to the Workshop (Competition Rule 8.2).
- Team Leaders will be supplied with a mobile phone (maximum 2 per Member) and adequate credit for use during the Competition. The phone will be programmed with all phone numbers of all Team Leaders, Technical Delegates, Official Delegates, and both the WorldSkills London 2011 team and WorldSkills International team.
- Changes to schedules / problems with Competitions will be communicated via email to the mobile phone. The message will be repeated on the Competition website - <http://wsc2011.worldskills.org>
- Full medical facilities will be available at Competition site at all times.
- If you require a meeting room at your accommodation in the evenings, you will need to arrange it separately with the Host Member.

## **IMPORTANT DOCUMENTS**

### ***Team Leader***

It is recommended that Team Leaders come to the Competition with copies of the following documents.

- List of their own team members and their contact details including their mobile phone numbers
- Competition Rules (this handbook includes the full Competition Rules)
- Host Country/Region Health and Safety Regulations as found on the WSI website.
- Competition site layout including all workshops and other important landmarks at ExCeL London.

### ***Competitor***

It is the responsibility of the Technical Delegate to make sure that Competitors have all the documents they need, although these are easily accessed through the Competitor Centre using the links provided -

<http://www.worldskills.org/competitorcentre>

- Competition Rules
- Technical Description for their Skill
- Host Country/Region Health and Safety Regulations
- Test Project where applicable



## TEAM LEADER PROGRAM AND DAILY CHECKLIST

### **C-4 Saturday 01.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0800-2000	Arrival of Competitors and Team Leaders	Various	

### **C-3 Sunday 02.10.11**

Program and tasks to complete

Time	Action	Location	Complete
1200-1800	'The London Experience' excursion for Competitors and Team Leaders	Various	
1800-2000	Welcome Reception	Central Hall Westminster	

Note:

- Excursion departs from Competition site (East Entrance car park) – assemble at 1130. Lunch will be provided on the coaches. Transfer back to Hotels by coach after Welcome Reception.

### **C-2 Monday 03.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0830-2000	Familiarisation for Competitors <ul style="list-style-type: none"> <li>• Welcome and introduce yourself to Competitors</li> <li>• Ensure that QAMS fairness and transparency poster is signed by Experts and Competitors</li> </ul>	Skill workshop	
1030-1200	Team Leader meeting and training	WSI meeting room	
1930-2130	Team Leader meeting	WSI meeting room	

Note:

- Lunch is served in United World Restaurant – 1100-1400. Experts and Competitors scheduled for lunch as per Skill Management Plan (SMP).
- Dinner for Competitors and Team Leaders is served in United World Restaurant between 1700-1930.

### **C-1 Tuesday 04.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0800-0900	Team Leader meeting	The O2	
1000-1430	One School One Country	Various	
1930-2100	Opening Ceremony	The O2	

Note:

- Dinner for Competitors and Team Leaders is served 1600-1800 (to allow preparation and travel time to Opening Ceremony).
- 'One School One Country' will depart from Competition site (East Entrance car park) – assemble at 0930. Lunch will be provided on the coaches. Transfer back to Competition site by coach after 'One School One Country'. Please note that the 'One School One Country' is for Competitors, Team Leaders, Official Delegates and Technical Delegates only.
- Travel to the Team Leader meetings at the O2 for the Opening and Closing Ceremony briefings is to be made by public transport.

### **C1 Wednesday 05.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0830-0900	Competitor Communication JP should be present at all Competitor Communication	Skill workshop	
0900-1700	Competition Day 1	Skill workshop	
1030-1130	Team Leader meeting	WSI Meeting room	
1700-1730	Competitor Communication	Skill workshop	

Note: Experts and Competitors scheduled for lunch as per Skill Management Plan (SMP).  
Dinner for Competitors and Team Leaders is served in United World Restaurant between 1700-1930.

### **C2 Thursday 06.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0830-0900	Competitor Communication JP should be present at all Competitor Communication	Skill workshop	
0900-1700	Competition Day 1	Skill workshop	
1030-1130	Team Leader meeting	WSI Meeting room	
1700-1730	Competitor Communication	Skill workshop	

Note: Experts and Competitors scheduled for lunch as per Skill Management Plan (SMP).  
Dinner for Competitors and Team Leaders is served in United World Restaurant between 1700-1930.

### **C3 Friday 07.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0830-0900	Competitor Communication JP should be present at all Competitor Communication	Skill workshop	
0900-1700	Competition Day 1	Skill workshop	
1030-1130	Team Leader meeting	WSI Meeting room	
1700-1730	Competitor Communication	Skill workshop	

Note: Experts and Competitors scheduled for lunch as per Skill Management Plan (SMP).  
 Dinner for Competitors and Team Leaders is served in United World Restaurant between 1700-1930.

### **C4 Saturday 08.10.11**

Program and tasks to complete

Time	Action	Location	Complete
0830-0900	Competitor Communication	Skill workshop	
0900-1400	Competition Day 4	Skill workshop	
1000-1100	Team Leader meeting	WSI Meeting room	
1600-1800	Packing of toolboxes	Skill workshop	

Note: Experts and Competitors scheduled for lunch as per Skill Management Plan (SMP).  
 Dinner for Competitors and Team Leaders is served in United World Restaurant between 1700-1930.

### **C+1 Sunday 09.10.11**

Program and tasks to complete

Time	Action	Location	Complete
1430-1530	Team Leader meeting	The O2	
1930-2130	Closing Ceremony	The O2	
2130-0200	The Big Farewell	The O2	

Note:

- Dinner for Competitors and Team Leaders is served 1600-1830 (to allow preparation and travel time to Closing Ceremony).
- Transportation from The O2 after the Big Farewell will be by public transport until 0030. After 0030 a bus shuttle service will operate between The O2 and Competitor/delegate hotels.
- Travel to the Team Leader meetings at the O2 for the Opening and Closing Ceremony briefings is to be made by public transport.

### **Getting to The O2**

The easiest route to The O2 is to take the DLR from **Custom House** or **Prince Regent DLR** station (one at either end of the Competition site) to **Canning Town** station. At Canning Town change to the Jubilee Line going **Westbound** to **North Greenwich**.

## **SPECIAL EVENTS**

### ***Opening Ceremony – Parade of Nations***

Team Leaders who have booked a Team Leader package with WorldSkills London 2011 will be seated with their Competitors for both Ceremonies near to the stage. At the Opening Ceremony the Team Leader will play an integral part in the Parade of Nations by leading their Competitors on stage carrying a placard with the name of their Member Country/Region. Teams that do not have a Team Leader will be allocated a volunteer for this role.

Team Leaders are also required to nominate a Competitor to carry the flag for their team during the Parade of Nations and ensure that this person is sat next to them during the Ceremony.

### ***One School One Country (OSOC)***

Prior to your arrival, you hopefully will have been in touch with the school you are visiting as part of the One School One Country programme. The age of the children in the school you are visiting ranges from 5-11 years old.

We actively encourage Teams to exchange gifts with their host school. Where possible, gifts should reflect the culture of your teams' home country/region. Please consult the lead contact within your host primary school if you require further assistance.

Teams must not photograph or video a pupil during lessons or other school activities using conventional photographic equipment (or with the photo/video facility now available on most mobile phones) without the express permission of the Head Teacher or designated person at the school. Parents of the children have consented to their children being part of the One School One Country and have agreed to photographing and filming of the event.

Further details on the OSOC programme can be found in the Delegate Handbook or the OSOC Resource available at [www.worldskillslondon2011.com/members](http://www.worldskillslondon2011.com/members).

### ***Ceremonies and Farewell Event***

As part of your welcome pack Team Leaders and Competitors will have received all of the Opening and Closing Ceremony tickets for your Competitors.

Please ensure you keep a record of the ticket number on each of your Competitors' tickets.

If any of these tickets are lost we will only be able to replace them if we know exactly what seat number the ticket matches. Each of the Ceremonies is now sold out so we would be unable to issue new tickets without this information.

Please ensure your team are wearing their accreditation pass to each of the Ceremonies. The accreditation is particularly important for the Closing Ceremony as this will also give them access to The Big Farewell event. Security is extremely tight so without the accreditation they may be denied access. With that in mind, please note non-accredited delegates such as family and friends of Competitors' will not be allowed access into The Big Farewell event (unless they have purchased a WorldSkills London 2011 package).

Further details regarding other bars and restaurants at The O2 can be found on the WorldSkills London 2011 website under the Members' Area at [www.worldskillslondon2011.com/members](http://www.worldskillslondon2011.com/members)

### ***Last day of Competition***

WorldSkills London 2011 has not made any provisions for things to do in the evening on C4 (Saturday 8 October). If you have specific requests that you would like some help and advice with arranging please speak to your Team Host who will be happy to assist you or visit the London Information desk in the Platinum Suite. Please note any arrangements will be at your own cost.

Alternatively, you can take advantage of our special offer at the British Music Experience at The O2 as outlined in the Delegate Handbook.

## **TEAM LEADER MEETINGS**

The Team Leader meetings will take place each day in the WSI Meeting Room located in the Platinum Suite on site at ExCeL London. The timings of these meetings can be found in the Team Leader Program and daily checklist.

The WorldSkills London 2011 Operational Support Centre (OSC) will be responsible for preparing an agenda of issues for this meeting and will work closely with the WorldSkills London 2011 Delegate and Customer Service team to ensure these issues are recorded and available in advance.

Team Leaders are advised to speak to their Team Host if they have any issues that they would like to raise at the Team Leaders meeting in advance of the meetings each day. The Team Host will then record these issues with the Operational Support Centre (OSC) who will begin work to get these issues resolved. A full list of the issues will then be available at each meeting with a request for any new issues.

Hopefully by streamlining this process, we can deal with any issues as quickly as possible and with minimum disruption to your timetable of activities. For that reason, please raise any issues with the OSC at your earliest opportunity.

## **FEEDBACK**

There are two different feedback questionnaires for you and your team to complete. We have tried to make them both as succinct as possible and would really appreciate your cooperation with ensuring these questionnaires are completed.

The WorldSkills International *Competitor Questionnaire* is available online at <http://wsc2011.worldskills.org> or in hardcopy from your Team Host. Please ensure your Competitors complete the questionnaire before they depart on 10 October – hardcopies can be returned to your Team Host.

WorldSkills London 2011 would also like you to complete the *Member Evaluation* questionnaire which focuses on the different aspects of the domestic arrangements such as packages, team hosts, transport and catering. This questionnaire is available electronically on our website at [www.worldskillslondon2011.com/members](http://www.worldskillslondon2011.com/members) or in hardcopy from your team host.

These questionnaires provide you and your team with an opportunity to improve future Competitions. As always, we value your thoughts and thank you in advance for your support.

## **COMMUNICATION**

### ***Team Host***

Each team of Competitors and Team Leaders have been allocated a volunteer Team Host to look after throughout their stay London. In some cases, the smaller teams have been allocated a Team Host that will also look after another small team.

Hopefully your Team Host will have already made contact with you to introduce themselves and will have met you and your Competitors at your arrival point and escorted you to your package hotel.

The role of the Team Host is primarily to support you by undertaking any practical and/or administrative duties you require assistance with to ensure that your Competitors have a positive, safe and well managed experience of the event.

The Team Host has been selected based on their knowledge of the UK (London) and in most cases will speak the primary language of your team. The Team Host will act as a liaison between you and WorldSkills London 2011 staff on all aspects of the Competition including packages, visits, transport, kit, and accreditation.

To ensure the level of support offered by the Team Host is consistent throughout your stay, WorldSkills London 2011 has arranged for the Team Host to accompany you and your Competitors to the various different events included in your package as follows:

<b>Date</b>		<b>Event</b>
C-3	Sunday 2 October	Excursion Welcome Reception
C-1	Tuesday 4 October	One School One Country Opening Ceremony
C+1	Sunday 9 October	Closing Ceremony*

\* Note the Team Host will not be attending the Big Farewell event as they will be attending the Volunteer Farewell at Indigo O2.

The Team Host will be staying on the ExCeL London campus but not necessarily at the same hotel as the team they are supporting.

The Team Host will provide you with their contact details for throughout your stay but generally will be located on the WorldSkills London 2011 helpdesk in the hotel reception in between the core hours of 0700-1200 and then available primarily on the telephone between 1600-2000 each day. Team Leaders need to work closely with their Team Hosts to ensure they know what support is required each day.

### ***Operational Support Centre (OSC)***

The OSC (Operational Support Centre) is the main WorldSkills London 2011 contact centre for enquiries from delegates and visitors. As the principal contact centre for all enquiries, the OSC will be able to answer any queries you may have about the event or arrangements that have been made.

The OSC number is +44 (0) 845 475 2011 can be found on the back of your accreditation pass. All calls are charged at local rate but may cost more from mobiles.

Team Leaders are encouraged to speak to their Team Hosts in the first instance if they have any queries or concerns. In some cases the Team Host may not have the answer to your question but will call the OSC on your behalf and find the necessary information.

## **Mobile Telephones**

O2 and Samsung are the official mobile telephone and network provider for WorldSkills London 2011. Those Members who are supplied with a mobile telephone include Official Delegates, Technical Delegates, Chief Experts, Team Leaders, Workshop Supervisors and for the first Competition ever – Deputy Chief Experts.

On arrival at the hotel, you received a mobile telephone. Your allocated mobile telephone includes a pre-paid package of £50 credit. This credit can be used to call the OSC and any non-O2 mobile phones, landline and International numbers {IAN} charged at published O2 tariffs.

Calls and texts to other O2 mobiles are free of charge – you will therefore be able to call other delegates who have also been allocated a WorldSkills London 2011 mobile without charge.

Please note once you have used the £50 worth of calls you will be responsible for adding any further credit at your own cost. You can purchase credit (top-up vouchers) from the ExCeL London Business Centre on Level 0 (please refer to the Delegate Handbook for further details). {IAN} You will also be able to top up from your mobile phone using an internationally recognised credit card, WorldSkills London 2011 will not pay for additional credit.

## **Address Book/Contacts**

The address book in your mobile telephone has been pre-programmed to include all of the WorldSkills London 2011 allocated mobile telephone numbers as well as any mobile numbers that were available in the WorldSkills International Registration system.

To alleviate any issues with updating contact numbers, WorldSkills London 2011 will be responsible for keeping a central database with any necessary changes which will automatically update all of the allocated handsets. Any changes to mobile numbers whilst on site need to be called into the OSC on +44 (0)845 475 2011 so that the database can be updated.

If you or your colleagues' number has changed and you fail to report this to the OSC, WorldSkills London 2011 cannot be responsible for communications not being received.

## **Emails**

The mobile phones will be configured to enable you to receive and send official emails via the WSI email system established for the event. As long as you have registered correctly for the event, you will have an email account established of the form <initial><surname>@wslondon2011.com

It is very important that you maintain a credit balance on your mobile phone in order to receive and send emails.

## **Responsibility**

Please be aware, each handset has a monetary value of £50. If you lose your handset, it will not be replaced and you will be liable for paying the £50 handset charge. At the end of the project, any handsets that are not returned will incur the £50 charge and will be payable by the individual who was allocated the phone.

## **IT Support**

IT Service support desks are established in each of the main halls, the exhibitors' area and the platinum suite. Representatives there will be able to assist you with basic mobile phone configuration and usage issues.

## **WorldSkills London 2011 Notice board**

Located near to the WorldSkills London 2011 helpdesk in the reception area is a WorldSkills London 2011 notice board. We ask that you check this notice board regularly for updates and key pieces of information – including departure information. Please note this notice board is for WorldSkills London 2011 and WorldSkills International use only.



## **TEAM LEADER FACILITIES**

### ***Team Leader Room***

The Team Leader room is located in the South Gallery at ExCeL London (room SG19) and includes pigeon holes, printing facilities and 10 computers with internet access for checking emails.

The Team Leader room is available from 0800 – 2000 each day. Security will be stationed throughout the South Gallery rooms to ensure only accredited delegates are accessing the rooms. Therefore please ensure you wearing your accreditation pass at all times when on site at ExCeL London.

## **CATERING**

### ***Delegate Lounge***

Team Leaders have access to the Delegate Lounge on the level 1 of the Platinum Suite. This area is replenished with refreshments throughout the day and offers space to sit down and relax (if you have the time). Please note this area is not accessible to Competitors.

Refreshments for the Competitors will be available within their own skill area and will be replenished at 0800 and 1200 each day.

### ***Lunch and Dinner***

Lunch will be available to Competitors as per their skill management plan and will be served in the United World Restaurant in the East end of the venue. Team Leaders and Competitors are also provided with dinner from the United World Restaurant (exact timings can be found in the Team Leader and Competitor timetable).

To ensure Competitors have enough time to enjoy their lunch, we have created a Competitor fast lane in the United World Restaurant for them to use. The Competitor fast lane is colour coded with clear signage, however Crew 2011 volunteers will be on hand in the restaurant if further assistance is required.

## **UK LAW**

### ***Alcohol***

To purchase alcohol in the UK you must be 18 years old. However many shops and bars operate a 'challenge 21' policy where you are asked to produce Identification (ID) if you look younger than 21 before you are allowed to purchase alcohol.

Where applicable, please encourage your Competitors to drink responsibly. Please note it is illegal to drink and drive in the UK and you can be reprimanded for being drunk and disorderly - with fines being issued of up to £80 for various offences in relation to alcohol use.

### ***Smoking***

Smoking in enclosed public places and workplaces in England prohibited. It is also illegal to sell tobacco products to anyone under the age of 18.

There are designated smoking areas on site at ExCeL London outside of the East and West entrances. Please ensure when you are on site that you are only smoking in the designated areas where smoking bins are provided.

### ***Drugs***

It is a criminal offence for people to knowingly allow premises they own, manage, or have responsibility for, to be used by any other person for:

- administration or use of any [controlled drugs](#)
- supply of any controlled drug
- the production or cultivation of controlled drugs, such as growing cannabis

Professionals could be prosecuted if they knowingly allow any of these things to occur on work premises. The same legal obligations applied to people with regard to their own homes.

The law requires that if staff becomes aware of the use or supply of illicit drugs on their premises, they must take reasonable action to prevent this continuing.

ExCeL London and The O2 operate a strict no drugs policy and reserve the right to search and prosecute anyone they suspect of taking or supplying an illegal substance.

### ***Police***

During the time of the Competition, delegates will see police and security on site at ExCeL London which is standard procedure for an event of that size. Please do not be alarmed or concerned if you see them on site.

## ***Stop and Search***

The police in London have the power to 'Stop and Search' any person if they suspect they are concealing drugs, weapons, stolen property etc.

A 'Stop and Search' is when a police officer stops you in a public place and searches you, your clothes and anything you might be carrying. You can also be stopped and questioned, but if you are not physically searched, this is only a 'Stop'. Police have the legal right to stop or to Stop and Search you at any time. What the police are looking for:

- Drugs
- Weapons
- Stolen property
- Terrorism-related evidence
- Evidence of other crimes

They also have the power to 'Stop' any person and question them without a physical search. This is a standard procedure in London and is more likely to happen if you are suspected of committing an offence or fit the description of somebody who has.

Anyone who is subject to 'Stop and Search' should cooperate fully with the police. A written record of the 'Stop and Search' will be provided to the individual concerned from the Police.

## ***Emergency Services***

WorldSkills London 2011 ensures that plans are in place to deal with emergency situations within ExCeL London. As a minimum, during the Competition, WorldSkills London 2011 will ensure that provisions are in place to give:

- First aid to an injured person
- Transportation to a medical facility as required
- Dealing with electrical or mains service emergencies
- Dealing with spills and/or chemical spills
- Means of contacting outside agencies for assistance
- Means of conducting an initial control of any small fires

In case of **ANY** emergency then please call **+44 (0)845 475 2011** (available 24 hours a day). If you do not have access to this number and require **URGENT** emergency assistance you can also dial 999 free from any phone.

## **OTHER USEFUL INFORMATION**

### ***Merchandise***

Limited edition WorldSkills London 2011 merchandise available to purchase online before the Competition until 30 November. This includes personalised items such as T-shirts, caps, key-rings and other items. Please visit [www.worldskillslondon2011.com/merchandise](http://www.worldskillslondon2011.com/merchandise) to see the items available and place an order.

### ***Currency***

The British currency is the pound sterling. The sign for the pound is £ (GBP = Great British Pound). We do not use the Euro.

- Current coins are: 1 penny, 2 pence, 5 pence, 10 pence, 20 pence, 50 pence, £1 pound (= 100 pence) and £2 pounds.
- Current bank notes are: £5 pound (5 x £1), £10 pound, £20 pound and £50 pound.

### ***Road Safety***

Please be aware that traffic in the UK drives on the LEFT side of the road; which may be different from your Country. Please ask your Competitors to take care when crossing the roads, ensuring that they use the pedestrian crossings where possible.

### ***Further Information***

Many of the topics in this guide were suggested by your peers at the Team Leader Working Group in London so we hope you have found it useful.

If you require any further assistance or clarification on any of the items included in this guide please speak to your Team Host or contact the OSC on +44 (0)845 475 2011.